### **Hub Locations and Zip Code Chart**

### LA Superior Court Hub Locations, Zip Codes, and Types of Cases

Hubs	Zip Codes	Types of Cases
1 Downtown (Stanley Mosk)	90001, 90002, 90003, 90004, 90005, 90006, 90007, 90010, 90011, 90012, 90013, 90014, 90015, 90016, 90017, 90018, 90019, 90020, 90021, 90023, 90026, 90027, 90028, 90029, 90030, 90031, 90032, 90033, 90034, 90035, 90036, 90037, 90038, 90039, 90041, 90042, 90044, 90047, 90050, 90051, 90052, 90053, 90054, 90055, 90056, 90057, 90058, 90059, 90060, 90061, 90062, 90063, 90065, 90068, 90070, 90071, 90072, 90074, 90075, 90076, 90078, 90079, 90082, 90084, 90086, 90087, 90088, 90089, 90091, 90093, 90097, 90099, 90101, 90102, 90174, 90185, 90189, 90640, 91745	Small Claims Civil Harassment Unlawful Detainer Limited Jurisdiction Personal Injury
2 Alhambra	90022, 90023, 90040, 90058, 90063, 90091, 90601, 90640, 91001, 91002, 91003, 91006, 91007, 91009, 91010, 91011, 91012, 91016, 91017, 91020, 91021, 91023, 91024, 91025, 91030, 91031, 91046, 91050, 91051, 91066, 91077, 91101, 91102, 91103, 91104, 91105, 91106, 91107, 91108, 91109, 91110, 91114, 91115, 91116, 91117, 91118, 91121, 91123, 91124, 91125, 91126, 91129, 91131, 91175, 91182, 91184, 91185, 91186, 91187, 91188, 91189, 91191, 91201, 91202, 91203, 91204, 91205, 91206, 91207, 91208, 91209, 91210, 91214, 91221, 91222, 91224, 91225, 91226, 91501, 91502, 91503, 91504, 91505, 91506, 91507, 91508, 91510, 91521, 91521, 91522, 91523, 91526, 91702, 91706, 91711, 91714, 91715, 91716, 91722, 91723, 91724, 91731, 91732, 91733, 91734, 91735, 91740, 91741, 91744, 91745, 91746, 91747, 91748, 91749, 91750, 91754, 91755, 91756, 91759, 91765, 91766, 91767, 91768, 91769, 91770, 91771, 91772, 91773, 91775, 91776, 91778, 91780, 91788, 91789, 91790, 91791, 91792, 91793, 91795, 91797, 91799, 91801, 91802, 91803, 91804, 91841, 91896, 91899, 92823	Small Claims

3 Downey	90001, 90002, 90061, 90096, 90103, 90201, 90202, 90220, 90221, 90222, 90223, 90224, 90239, 90240, 90241, 90242, 90247, 90248, 90255, 90262, 90270, 90280, 90501, 90502, 90601, 90602, 90603, 90604, 90605, 90606, 90607, 90608, 90609, 90610, 90612, 90631, 90637, 90638, 90639, 90650, 90651, 90652, 90659, 90660, 90661, 90662, 90665, 90670, 90671, 90701, 90702, 90703, 90704, 90706, 90707, 90710, 90711, 90712, 90713, 90714, 90715, 90716, 90717, 90723, 90731, 90732, 90733, 90734, 90744, 90745, 90746, 90747, 90748, 90749, 90755, 90801, 90802, 90803, 90804, 90805, 90806, 90807, 90808, 90809, 90810, 90813, 90814, 90815, 90822, 90831, 90832, 90833, 90834, 90835, 90840, 90844, 90845, 90846, 90847, 90848, 90853, 90888, 90899, 91745	Small Claims
Hubs	Zip Codes	Types of Cases
4 Inglewood	90008, 90009, 90024, 90025, 90034, 90035, 90038, 90043, 90044, 90045, 90046, 90047, 90048, 90049, 90056, 90064, 90066, 90067, 90069, 90073, 90077, 90080, 90081, 90082, 90083, 90094, 90095, 90209, 90210, 90211, 90212, 90213, 90230, 90231, 90232, 90233, 90245, 90248, 90249, 90250, 90251, 90254, 90260, 90261, 90263, 90264, 90265, 90266, 90267, 90272, 90274, 90275, 90277, 90278, 90290, 90291, 90292, 90293, 90294, 90295, 90296, 90301, 90302, 90303, 90304, 90305, 90306, 90307, 90308, 90309, 90310, 90311, 90312, 90313, 90397, 90398, 90401, 90402, 90403, 90404, 90405, 90406, 90407, 90408, 90409, 90410, 90411, 90501, 90503, 90504, 90505, 90506, 90507, 90508, 90509, 90510, 91301	Small Claims
5 Van Nuys	91040, 91041, 91042, 91043, 91301, 91302, 91303, 91304, 91305, 91306, 91307, 91308, 91309, 91310, 91311, 91312, 91313, 91316, 91321, 91322, 91324, 91325, 91326, 91327, 91328, 91329, 91330, 91331, 91332, 91333, 91334, 91335, 91337, 91340, 91341, 91342, 91343, 91344, 91345, 91350, 91351, 91352, 91353, 91354, 91355, 91356, 91357, 91363, 91364, 91365, 91366, 91367, 91371, 91372, 91376, 91380, 91381, 91382, 91383, 91384, 91385, 91386, 91387, 91388, 91390, 91392, 91393, 91394, 91395, 91396, 91399, 91401, 91402, 91403, 91404, 91405, 91406, 91407, 91408, 91409, 91410, 91411, 91412, 91413, 91416, 91423, 91426, 91436, 91470, 91482, 91495, 91496, 91497, 91499, 91601, 91602, 91603, 91604, 91605, 91606, 91607, 91608, 91610, 91611, 91612, 91614, 91615, 91616, 91617, 91618, 93243, 93532	Small Claims Civil Harassment
6 Compton	90220, 90221, 90222, 90223, 90224	Civil Harassment

	100001 00003 00033 00040 00058 00061 00006 00103	
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	90201, 90202, 90220, 90221, 90222, 90223, 90224, 90239,	
	90040, 90241, 90242, 90247, 90248, 90249, 90254, 90255,	
	90260, 90262, 90266, 90267, 90270, 90274, 90275, 90277,	
	90278, 90280, 90501, 90502, 90503, 90504, 90505, 90506,	
	90507, 90508, 90509, 90510, 90601, 90602, 90603, 90604,	
	90605, 90606, 90607, 90608, 90609, 90610, 90612, 90631,	
7	90637, 90638, 90639, 90650, 90651, 90652, 90659, 90660,	Civil Harassment
Long Beach	90661, 90662, 90665, 90670, 90671, 90701, 90702, 90703,	Unlawful Detainer
20110 200011	90706, 90707, 90710, 90711, 90712, 90713, 90714, 90715,	
	90716, 90717, 90723, 90731, 90732, 90733, 90734, 90744,	
	90745, 90746, 90747, 90748, 90749, 90755, 90801, 90802,	
	90803, 90804, 90805, 90806, 90807, 90808, 90809, 90810,	
	90813, 90814, 90815, 90822, 90831, 90832, 90833, 90834,	
	90835, 90840, 90842, 90844, 90845, 90846, 90847, 90848,	
	90853, 90888, 90899, 91745	_
Hubs	Zip Codes	Types of Cases
8	90650, 90651, 90652, 90659	Civil Harassment
Norwalk	30030, 30031, 30032, 30033	Civii Harassificiit
	90063, 90601, 91001, 91002, 91003, 91006, 91007, 91009,	
	91010, 91011, 91012, 91016, 91017, 91020, 91021, 91023,	
	91024, 91025, 91030, 91031, 91040, 91041, 91042, 91043,	
	91046, 91050, 91051, 91066, 91077, 91101, 91102, 91103,	
	91104, 91105, 91106, 91107, 91108, 91109, 91110, 91114,	
	91115, 91116, 91117, 91118, 91123, 91124, 91125, 91126,	
	91129, 91131, 91175, 91182, 91184, 91185, 91186, 91187,	
	91189, 91191, 91201, 91202, 91203, 91204, 91205, 91206,	
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	91225, 91226, 91310, 91311, 91312, 91313, 91321, 91322,	
	91324, 91325, 91326, 91327, 91328, 91329, 91330, 91331,	
9	91332, 91333, 91334, 91340, 91341, 91342, 91343, 91344,	Civil Harassment
Pasadena	91345, 91346, 91350, 91351, 91352, 91353, 91354, 91355,	Unlawful Detainer
	91380, 91381, 91382, 91383, 91384, 91385, 91386, 91387,	
	91390, 91392, 91393, 91394, 91395, 91501, 91502, 91503,	
	91504, 91505, 91506, 91507, 91508, 91510, 91521, 91522,	
	91523, 91526, 91702, 91706, 91711, 91714, 91715, 91716,	
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	91740, 91741, 91744, 91745, 91746, 91747, 91748, 91749,	
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	91896, 91899, 92823, 93243, 93532, 93536	
10	191766 91767 97168 91769 91799	Civil Harassment
10 Pomona	91766, 91767, 97168, 91769, 91799	Civil Harassment
	91766, 91767, 97168, 91769, 91799 91340, 91341, 91342	Civil Harassment  Civil Harassment

Hubs	Zip Codes	Types of Cases
12 Santa Monica	90008, 90009, 90024, 90025, 90038, 90043, 90044, 90045, 90046, 90047, 90048, 90049, 90050, 90051, 90052, 90053, 90054, 90055, 90056, 90064, 90066, 90067, 90069, 90073, 90077, 90080, 90081, 90083, 90094, 90095, 90209, 90210, 90211, 90212, 90213, 90230, 90231, 90232, 90233, 90245, 90250, 90251, 90261, 90263, 90264, 90265, 90272, 90290, 90291, 90292, 90293, 90294, 90295, 90296, 90301, 90302, 90304, 90305, 90306, 90307, 90308, 90309, 90310, 90311, 90312, 90313, 90397, 90398, 90401, 90402, 90403, 90404, 90405, 90406, 90407, 90408, 90409, 90410, 90411, 91301, 91302, 91303, 91304, 91305, 91306, 91307, 91308, 91309, 91316, 91335, 91337, 91356, 91357, 91363, 91364, 91365, 91366, 91367, 91371, 91372, 91376, 91388, 91396, 91399, 91401, 91402, 91403, 91404, 91405, 91406, 91407, 91408, 91409, 91410, 91411, 91412, 91413, 91416, 91423, 91426, 91436, 91470, 91482, 91495, 91496, 91497, 91499, 91601, 91602, 91603, 91604, 91605, 91606, 91607, 91608, 91609, 91610, 91611, 91612, 91614, 91615, 91616, 91617, 91618	Civil Harassment Unlawful Detainer
13 Torrance	90501, 90503, 90504, 90505, 90507, 90508, 90509, 90510	Civil Harassment
14 Antelope Valley	91350, 91390, 92397, 93510, 93519, 93523, 93532, 93534, 93535, 93536, 93539, 93543, 93544, 93550, 93551, 93552, 93553, 93563, 93584, 93585, 93586, 93590, 93591, 93599	Small Claims Civil Harassment Unlawful Detainer

### <u>Information Statement (Sample)</u>

The goal of this (insert process type here, i.e. Conciliation, Mediation, or Arbitration) is to help you and the other person(s) reach an agreement or understanding on the issue or issues.

The communication between you and the other person(s) will be assisted by someone called a neutral. The neutral has been trained to provide Dispute Resolution Services. The neutral will try to help you and the other person(s) overcome stumbling blocks, lessen tension, better understanding each other's views, and have a productive communication.

The neutral will not provide advice, opinions, legal advice, make any decisions, provide judgment, conduct research, or take sides.

You can have the right to counsel. Your counsel may not (insert specific counsel participation rules if any).

You have the right to call and question witnesses that may help resolve the dispute.

Any agreement made as a result of this *(insert process here)* will not be admissible and/or enforceable in court unless all Disputants agree to make it admissible and/or enforceable.

If you have any issues or concerns about any aspect of this process and/or services, contact (insert name and telephone number of appropriate person at your organization under the requirements in Statement of Work).

#### **Mediation Week Award Nominations Form**

The following are questions contractors may want to answer when submitting nominations:

### **Outstanding Case Award**

What type of case was it and what were some of the issues involved?

How many parties, individuals, and/or organizations were involved?

Who were the parties and what was their relationship? (Can change identifying information)

How long had the dispute been in existence?

What other means had been attempted to resolve the dispute?

How and/or why did the parties decide to access the contractor services?

Who was the neutral(s) on the case?

How long did the mediation/conciliation last (e.g. hours and or # of sessions)?

What aspects of the dispute made it particularly challenging?

What made the dispute and how it was mediated/conciliated unique and/or particularly worthy of highlighting?

What type of feedback was provided by the disputants regarding the process and the neutral?

What is the current status of the parties' satisfaction and relationship after the mediation/conciliation?

What is the current status of the agreement? Did both parties adhere to it?

### The William C. Hobbs Award for Outstanding Adult Volunteer

How long has the individual volunteered for the program?

How many hours have they volunteered?

How many mediations/conciliations have they conducted?

For what types of disputes have they served as a neutral?

Do they volunteer for the program in any other way (e.g. outreach, serving on a board, training)?

What makes this individual special or unique among your volunteers?

What special qualities and/or skills do they have that strengthens the program?

How have disputants felt about them?

How does staff feel about them?

In what other ways have they benefited the program?

How do they demonstrate the spirit of volunteerism?

### **Outstanding Youth Volunteer Award**

How long has the individual volunteered for the program?

How many hours have they volunteered?

How many mediations/conciliations have they conducted?

For what types of disputes have they served as a neutral?

Do they volunteer for the program in any other way (e.g. outreach, serving on a board, and training)?

What makes this individual special or unique among your volunteers?

What special qualities and/or skills do they have that strengthens the program?

How have disputants felt about them?

How does staff feel about them?

In what other ways have they benefited the program?

Exhibit 5

How do they demonstrate the spirit of volunteerism?

### **Outstanding Project Award**

What is the project, its mission, and how does it operate?
How has the project benefited the program in terms of any of the following: (1) Serving more individuals (2) Increasing the quality of the service (3) Increasing access to the services?
How was the project's mission/goal evaluated or measured?
Who were the personnel involved in the project?
How much time did the project take in terms of manpower hours and/or calendar days/months?

### **Outstanding Staff Award (optional award-may not be awarded every year)**

Staff is expected to perform the daily duties for your program. It is important that the nomination is not a just a list of duties that are performed as part of your program. What is "above and beyond the call of duty" and exemplary should be featured.

#### **DISPUTE RESOLUTION PROGRAM FY 2009-14**

The Performance Requirements Summary (PRS) Chart is a listing of the minimum required services and performance that will be monitored during the Contract term. The PRS chart also lists examples of the types of documents that will be used during monitoring, as well as the standards of performance and acceptable quality level of performance. All listings of required services used in this PRS chart are intended to be completely consistent with the terms and conditions of the Contract and the Statement of Work and are not meant in any case to create, extend, revise, or expand any obligation of the COTNRACTOR beyond that defined in the terms and cinditions of this Contract and Statement of Work. In any case of apparent inconsistency between required services or Standards as stated in the terms and condition of the Contract, the Statement of Work, and this Performance Requirements Summary (PRS) Chart, the terms and conditions of the Contract and the Statement of Work (SOW) will prevail.

Performance Outcomes	Standards	Acceptable Quality Level	Data Source	Remedies for Non-Compliance
Minimum Cases Opened	The minimum annual number of dispute resolution cases of at least 0.2% (.002) of the population in the assigned SPA.	90%	Program Report	If CONTRACTOR performance does not meet the Acceptable Quality Level, the COUNTY will have the option to apply the following remedies:
Minimum Cases Resolved	The minimum annual of projected resolved dispute resolution cases shall be 50% of the dispute resolution cases opened.	90%	Program Report	Request a Corrective Action Plan,     Suspension of Payment;     Suspension of Contract;     Termination of Contract.
Minimum Number of Previously Unserved Local Stakeholder Groups	Contractor shall serve a minimum of three (3) previously unserved local stakeholder groups, including, but not limited to, schools, youth-serving organizations, community-based organization, faith-based organizations, city and county community centers, city and county parks and recreation units, and workplaces.	90%	Program Report	
Key Measures	Standards		Data Source	Remedies for Non-Compliance
Training (SOW Sections 4.3	All staff and volunteers who conduct any Dispute Resolution Process under the Contract will have met the DRPA Act and Regulations Training Requirements.		CSS Program Monitoring Report	
	At least once a month, a marketing or outreach activity to attract case referrals and/or volunteers will be conducted (i.e. community group presentation, festival booth, meeting with attys)		Program Report	



## Community and Senior Services Dispute Resolution Program Outreach Activity Form 20\_\_\_\_ (Year)



OUTREACH EVENTS & ACTIVITIES			
Description of Event or Activity	Date(s) of Event or Activity	# of People Reached	Description(s) of unserved and/or underserved population(s) reached (if any)



# Community and Senior Services Dispute Resolution Program Monthly Activity Report Summary



Con	tractor:	Fiscal Year:	Month:
PAR	RT A. DISPUTE RESOLUTION ACTIVITY SUMMARY		
1. P	Program Inquiries		
	Sources (How they heard about DRP)		
	Agency Website		
	Attorney(s)		
	County Bar Association		
	Courts		
	Government/Public Organization or Agency		
	Law Enforcement Agency		
	Poster/Advertisement		
	Presentation/Speaker		
	Private or Non-Profit Organization		
	Prosecutorial Office		
	Schools		
	Self-Referral		
	Small Claims Advisory		
	Private Individual		
	Other		
	Unknown/Declined to State		
2. C	Cases Opened		
3. C	Cases Resolved		
-	Types of Resolution Services		
	Conciliation		
	Mediation		
	Arbitration		
4. %	% of DRP Services Provided by Volunteers		
5. F	follow-up Surveys Sent to Disputants		
6. S	staff/Volunteers Completing 25 Hour DRPA Training		
7. V	olunteers Completing at least 4 Hours of Continuing Ed	ducation	
8. N	Marketing/Outreach Events and Activities		
	Numbers of People Reached with Marketing/Outreach		



# Community and Senior Services Dispute Resolution Program Monthly Activity Report Resolved Cases



PART B. DETAILS OF RESOLVED CAS	ES						
1. Types of Cases							
Community							
Youth							
Court	-						
Small Claims							
Limited Jurisdiction							
Unlawful Detainer							
Civil Harassment							
Other							
Total	_						
		Possibly	Ту	pes of Bias, I	latred, or	Prejudice	
2. Types of Disputes		Hate-	Race/Ethnicity/	Sexual			
2. Types of Disputes		Motivated	National Origin	Orientation	Religion	Gender	Disability
		motivatoa	Mational Origin	Officiation			
Business-Business							
Consumer-Merchant							
Victim-Offender							
Family/Domestic							
Government/Public Agency							
Landlord-Tenant							
Neighbor-Neighbor							
Organizations							
Personal Injury/Property Damage							
Students							
Workplace-Related							
Other							
Total	-	-	-	-	-	-	-



## Community and Senior Services Dispute Resolution Program Monthly Activity Report Opened Cases (Detail)



-
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1
<u> </u>
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-



## Community and Senior Services Dispute Resolution Program Monthly Activity Report Opened Cases (Detail)



5. Self-Identified Ethnicity	
American Indian/Native Alaskan	
Asian/Pacific Islander	
Black - African American	
Hispanic/Latino	
White	
Multiple Ethnicities/Races	
Other	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	-
6. Self-Identified Primary Language	
Armenian	
Cambodian	
English	
Farsi	
Korean	
Mandarin/Cantonese/Taiwanese	
Russian	
Spanish	
Tagalog	
Vietnamese	
Other	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	-
7. Self-Identified Annual Household/Business Income	
\$20,000 or less	
\$20,001-\$30,000	
\$30,001-\$50,000	
\$50,001 and Over	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	-
8. Self-Identified Disability Status* (participants must self-indentify; inquiring outside of certain laws)	self-indentification may violate
Yes	
No	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	-
9. Self-Identified Homeless Status	
Yes	
No	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	-



#### Community and Senior Services Dispute Resolution Program Monthly Activity Report Opened Cases Zip Code (Detail)



				DAD	T D. INITIAT	TED PROCE	EDINGS ZIP COD	DE (DETAIL)					
Zip Code	Business- Business	Consumer- Merchant	Family- Domestic	Government- Public Agency		Neighbor- Neighbor	Organizations	Personal Injury- Property Damage	Students	Victim- Offender	Workplace Related	Other	Total
90001	Business	Werchant	Domestic	Public Agency	Tenant	Neighbor		Property Damage		Offender	Related		-
90002													-
90003													-
90004 90005													-
90006													-
90007													-
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90009 90010													-
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Exhibit 9

## PARTICIPANT FOLLOW-UP SURVEY REQUIRED QUESTIONS AND ANSWERS FORMAT

	1.	How w	vould y	ou rate	the ov	erall se	ervices	received?	•		
	Exc	cellent	Good	Fair	Poor	Very P	oor	Other (de	escribe)		
	2.	How w	ould y	ou rate	the fai	rness o	of the p	rocess us	ed?		
(de	Ext scri	remely be)	Fair		Very F	air	Fair	Unfair	Very Unfai	r	Other
	3.	How w	villing a	re you	to use	the ser	rvices a	ngain?			
	Ext	remely	Willing	Very W	/illing	Willing	Unwilli	ng Very I	Jnwilling	Other (	(describe)
	4.	How w	villing a	re you	to reco	ommen	d the s	ervices to	others?		
	Ext	remely	Willing	Very W	/illing	Willing	Unwi	lling Very	Unwilling	Other (	(describe)
<u>An</u>	swe	er the F	ollowir	ng Ques	stions	Only if	There \	Nas An A	greement		
	1.	How w	vould y	ou rate	the fai	rness c	of the a	greement	?		
		remely scribe)			Very F	air	Fair	Unfair	Very Unfai	r	Other
	2.	How w	vould y	ou rate	the ad	equacy	of the	agreemei	nt?		
			Adequa			dequat	е	Adequate	e Inadeo	quate	Very
	3.	Did yo	u have	difficu	lty in c	arrying	out yo	ur part of	the agreen	nent?	
	Ye	s, a lot	Yes, so	ome	No, no	ne at al	II	Not so fa	r It's too	early to	tell
	4.	Did yo		any di	fficulty	with th	ne othe	r disputar	nt(s) carryin	ig out th	neir part of the
	Υe	es, a lot	Yes, so	ome	No, no	ne at al	II	Not so fa	r It's too	early to	tell

## Los Angeles County Department of Community and Senior Services Dispute Resolution Program Participant Follow-Up Survey Annual Results Form and Instructions

Within three months of the end of each fiscal year, Contractor shall compile the results of all the follow-up surveys completed by Participants who participated in a dispute resolution service that year and submit this report to the DRP Coordinator. All contracts provisions relating to the Follow-Up Surveys, as detailed in the Statement of Work, shall be followed. Contractors that are funded for more than one component

(Community, Day of Hearing, and Victim-offender) must submit a separate report for each funded component. Surveys in which Participants answered some but not all of the questions should be included in this report. Contractor shall also submit copies of all surveys in which Participants wrote comments or all such comments should be compiled and submitted in a separate document, indicating which question to which each comments was provided.

DRP Follow-Up	Survey Results FY	Resolv	ed Cases	Unres	olved Cases	Total Cases		
Question	Answer	# Replies	%	# Replies	%	# Replies	%	
Overall Service	Excellent							
	Good							
	Fair							
	Poor							
	Very Poor							
	Other							
Total			100%		100%		100%	
Fairness of the	Extremely Fair							
Process Used	Very Fair							
	Fair							
	Unfair							
	Very Unfair							
	Other							
Total			100%		100%		100%	
Willingness to	Extremely Willing							
Utilize the	Very Willing							
Services Again	Willing							
	Unwilling							
	Very Unwilling							
	Other							
Total			100%		100%		100%	
Willingness to	Extremely Willing							
Recommend	Very Willing							
the Services to Others	Willing							
Others	Unwilling							
	Very Unwilling							
	Other							
Total			100%		100%		100%	
DRP Follow-Up	DRP Follow-Up Survey Results FY		ed Cases	Unres	olved Cases		Total Cases	
Question	Answer	# Replies	%	# Replies	%	# Replies	%	
Fairness of the	Extremely Fair							
Agreement	Very Fair							
	Fair							

	Unfair			
	Very Unfair			
	Other			
Total		100%	100%	100%
Adequacy of the Agreement	Extremely Adequate			
	Very Adequate			
	Adequate			
	Inadequate			
	Very Inadequate			
	Other			
Total		100%	100%	100%
Difficulties in	Yes, A lot			
Carrying Out Your Part of the	Yes, Some			
Agreement	No, None			
3	Not So Far			
	Too Early to Tell			
Total		100%	100%	100%
Difficulties with	Yes, A lot			
Other Participant	Yes, Some			
Participant Carrying Out	No, None			
Their Part of	Not So Far			
the Agreement	Too Early to Tell			
Total		 100%	100%	100%

Return Rate								
A. # of Cases Initiated in Fiscal Year								
B. # Total Participants in Those Cases Initiated								
C. # Surveys Completed By Those Participants								
Percent Return Rate *								

* (100 divided by B) times C		
Contractor	Authorized Signature	FY Reporting



